



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1771-MC-FFS-D

DATE: March 14, 2017

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Dental

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: How to Report and Access Third Party Liability (TPL)

EFFECTIVE: Immediately

Medicaid is always the payer of last resort. Iowa Medicaid members are responsible for giving providers full and accurate information necessary for the correct submission of claims. If a member has other health insurance in addition to Iowa Medicaid, it is the member's obligation to give that information to providers regarding the insurance.

Examples of other insurance may include:

- Employer health plans
- Self-insured plans
- Medicare supplemental plans

Providers are an important source of other insurance information as they are often the first to identify coverage discrepancies. Maintaining complete and accurate insurance information may result in fewer claim denials. Providers should check if a member is active and if they have other insurance coverage.

IA Health Link Managed Care Members

Reporting TPL Information: To report TPL, or other insurance information for members enrolled in managed care, call the member's Managed Care Organization (MCO) provider services call center.

Requesting TPL Information: To identify if members enrolled in managed care have other insurance, call the member's MCO provider services call center.

Amerigroup Iowa, Inc. 1-800-454-3730	AmeriHealth Caritas Iowa, Inc. 1-844-411-0579	UnitedHealthcare Plan of the River Valley, Inc. 1-888-650-3462
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Medicaid FFS Members:

Reporting TPL Information: The IME has created the [Insurance Update FFS Members Form](#)¹ that is to be used to report other insurance coverage information for FFS members. Providers should complete and fax the form to 515-725-1352.

Requesting TPL Information: The IME offers two options for providers to confirm TPL for FFS members, a web portal and telephone line. Both are available 24 hours a day 7 days a week. The web portal allows for multiple or batch member TPL verification over the one-at-a-time method when using the telephone line. Providers may also view and print the web portal TPL information rather than taking notes from the automated voice through the telephone line. Directions for use of both options are detailed below:

Web Portal:

The IME is contracted with an electronic vendor, Electronic Data Interchange Support Services (EDISS) to allow FFS TPL verification. This portal is available to submit real-time requests for TPL information on FFS members.

The login identification (ID) and password may be obtained through EDISS by submitting the [Access Request](#)² to EDISS or by calling EDISS at 1-800-967-7902. Access for multiple users is available.

Batch Verification:

- The provider will need to register for a 270 batch eligibility transaction in [EDISS Connect](#)³.
- A wide range of education regarding Total Onboarding (TOB) along with electronic billing is also available on the [EDI Support Services](#)⁴ website.

Telephone Line:

- 515-323-9639 (locally in Des Moines)
- 1-800-338-7752 (toll-free)
- Call volume is generally highest at the beginning of each month.

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909 or email at IMEproviderservices@dhs.state.ia.us.

¹ <https://dhs.iowa.gov/sites/default/files/470-5445.pdf>

² <http://www.edissweb.com/docs/med/add-access-request-IME.pdf>

³ <https://connect.edissweb.com/>

⁴ <http://www.edissweb.com/>